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## **Fjölmenningarsetur** Multicultural Information Centre

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### The Attendance policy for the Multicultural Information Center

The Multicultural Information Centre as a vested interest regarding the health and well-being of its employees and aims to promote a healthy and positive work environment.

The purpose of our attendance policy is for employees and managers to have clear and specific work procedures around notifications, registrations, and responses to absences. The policy is also intended to coordinate work processes and utilize the workplace to plan responses to absences. The policy contains criteria for absence, notification, and registration as well as the arrangement of an absence interview. Employees are introduced to the policy and appropriate work process when they begin working here and it covers all absences from work, including the employee's sick leave, absences due to children's illness and other absences.

#### Objectives of Attendance policy

- Protect the health of employees and promote a healthy working environment.
- To promote the integration of work and private life so that the Multicultural Information Centre is a family-friendly workplace.
- That the Multicultural Information Centre is a desirable workplace that offers flexibility that considers, at any given time, both the needs of the staff and the tasks it performs.
- Keep absences due to illness to a minimum through preventive measures.
- Define and coordinate procedures within the Multicultural Information Centre regarding remote work for employees.
- Promote the successful return of employees to work after long-term absences due to illness or accident and / or if their ability to work changes, following a certificate of competency to be allowed to start work again

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#### Flexibility at work

There is allowance for flexibility in the daytime work of employees, but care must be taken not to compromise the projects and services of the Multicultural Information Centre.

- It is understood that daytime work is carried out in the period from 7:00 to 18:00 from Monday to Friday. If staff come to work after 10:00 is expected to be with the knowledge /

consent of the Director both through a notification which is recorded in working hours with an explanation. (email/timetable request vinnustund)

- If employees have not completed full-time duty at the end of the pay period, they are expected to work up what is missing within two pay periods.
- It is expected that employees employed 50% or more work within a timeframe of 4 hours a day. Flexibility beyond that, e.g. in connection with the implementation of the shortening of the working week, is subject to the prior consent of the director.

### Remote work

- It is acceptable for non-restricted (meaning tasks requiring our physical presence) employees generally to work remotely one day a week. Distance work is, however, **always** subject to the approval of the director.
- Remote work shall always be organized with regard to the status of projects and in consultation with the Director.
- A teleworker performs all traditional tasks and is available by telephone or electronic media.

### Monitoring of email outside of work

- E-mails sent outside working hours are kept to a minimum and e-mails written outside working hours must normally be marked in the e-mail program so that they are sent out the next working morning.
- In general, employees are not expected to read e-mails in their free time, except in cases where the supervisor so requests in connection with urgent and specific tasks.
- An employee can be expected to be called in his / her free time if this is deemed necessary due to urgent tasks, considering his / her position and role in the tasks in question.

### Absences

#### Rules about absence due to illness

As absences can put a strain on the workplace and affect work ethic and team spirit, it is important to ensure non-discrimination between employees when it comes to responding to absences. Clear guidelines on what constitutes frequent absences also make it easier for employees to understand the Directors actions regarding attendance. Attendance must be monitored in a systematic manner, regular contact with sick staff and it must be made easier for them to return to work when their health allows.

- Illness must be reported to the director before 9:00 a.m. in the morning daily and staff must document registration in working in your timesheet system (vinnustund) to reflect all absences.
- If the illness lasts for more than a week, the director will contact you regularly to demonstrate concern and check on your well-being. The frequency of communication depends on the agreement in each case. The Director may request a doctor's certification and/or request that you go to a confidential medical services check.
- Employees earn the right to wages during sick leave according to the law and the employment contract of the relevant trade union, as applicable.
- The director monitors the absence of employees and examines individual deviations.
- If an employee suffers from a long-term illness and finishes his / her sick leave rights available here, he or she generally takes over the right from the unions' support and sickness funds and from the social security system.

- A medical certificate must be submitted due to illness or accident to the director (the director then submits it to the payroll representative) if the employee is absent for more than five consecutive working days and in the case of repeated absences. The multicultural centre reimburses the employee for the fee for medical certificates.
- If an employee has been absent due to illness for a continuous month or longer, the employee may be required to submit the certificate of competency from the institution's medical practitioner in accordance with provisions of the collective agreement before he or she returns to work.
- If an employee has been absent due to illness for a continuous month or longer, the employee will be required to submit the certificate of competency from the institution's medical practitioner in accordance with provisions of the collective agreement before he returns to work.
- To assess absenteeism due to short-term sickness of employees, a so-called Bradford scale is used. The director conducts absence interviews with staff if the number of employees on the Bradford scale reaches a certain level (see Appendix 1 on the Bradford scale)

Absences due to employees' illness are recorded in working hours. Information about the absence of individual employees due to illness is personal information that is not accessible to anyone other than the employee in question and his / her supervisor. Total absenteeism figures, on the other hand, are operating figures.

### *Other types of absences*

At the earliest opportunity, employees must request permission from the Director due to absences other than illness. The start time and expected return must be provided. If the schedule has not been met, the employee must notify the director at the earliest opportunity.

- According to wage agreements, employees enjoy special and independent rights due to their children's illness. When an employee has worked for one month, one parent is entitled to be away from work for a total of twelve working days (96 compulsory hours based on full-time employment) in each calendar year due to the illness of their children under the age of thirteen, provided that other care is not possible. The employee shall be paid daily wages.
- Employees seek to utilize the flexibility of working hours to handle private errands at the beginning or end of the workday, where possible.
- Employees may seek the necessary health services according to Art. Article 69 of the Act on Environment and Hygiene during working hours if this is not the case at other times.
- Employees are allowed to attend the funerals of relatives during working hours.
- In special circumstances, such as due to illness or the loss of a close loved one, the employee may be granted leave of absence in consultation with the director.
- Shorter absences due to occasional personal errands that cannot be accommodated at other times, e.g. Parental interviews at school and rehabilitation are permitted without stamping out for those who have opted for a minimum reduction in working hours, others must stamp out during such an absence. Absences during working hours are always with the consent / knowledge of the director and recorded in working hours.

### **Time registration**

- Employees, including the director, must record attendance and working hours in the Multicultural Information Centre's attendance system (vinnustund).

- The director transfers the time stamps of the staff in the attendance system on a monthly basis and corrects them in consultation with the staff if necessary. (see Appendix 2 on Working Hours)

### Vacation

The director is responsible for organizing employee summer leave. He calls for leave of absence from employees in a timely manner and to ensure that the planning of holidays for the coming holiday year is completed on 31 March each year.

- It is suppositional that employees take at least 20 vacation days during the summer vacation period 1 May - 15 September and complete their vacation before the end of the vacation year, which is 30 April each year.
- If the holiday or part of the holiday is taken outside the summer holiday period, at the written request of the director, that part of the holiday shall be extended by 25%.
- Transfer of leave between years is not permitted from 1 May 2023, except in the case of a credit due to a written request from a supervisor to postpone taking leave, the same applies to an employee on maternity leave and if the employee has not taken new leave due to illness. In the aforementioned cases, however, the accrued leave can never exceed 60 days.
- It is obligatory to comply with the employees' wishes for taking leave, if this is the case due to the activities of the Multicultural Informational Centre.

## Attachment 1. Bradford scale

In the case of repeated short-term absences of an employee due to illness, the director shall assess them using the Bradford scale. The Bradford scale was developed with the aim of highlighting the impact of short-term illness on operations. Studies have shown that recurrent short-term illness has a worse effect on the workplace than long-term illnesses that occur less frequently. The scale emphasizes that the number of times an employee is absent is more important than the number of days he is away. When using the scale, illness is assessed on the basis of levels, i.e. the number of sick days is converted into points. The number of points then indicates what action will be taken.

Information on the number of sick days in the attendance system Working hours must be obtained. It is either based on a 52-week period or a 13-week period when the Bradford scale is used. There is a difference between the number of times on the one hand and the number of days in each time on the other. *In the case of influenza, operations, accidents or the like, the Bradford scale should not be used. It is only intended to respond to frequent short-term illnesses. Absences due to children's illness are not included.*

**B = S2 x D** (B = Bradford points, S = Swap away, D = Sick days)

Example:

- 3 times away: 1 day for one time, 3 days for the second time and 6 days for the third time (3 x 3 x (1 + 3 + 6)) = 90 points
- 6 times away: 3 days, 2 days, 1 day, 1 day, 2 days, 1 day (6 x 6 x 10) = 360 points
- 9 times away: 1 day at a time (9 x 9 x 9) = 729 points

Compared to the last 13 weeks:

- 25-124 points: Interview with the Director
- 125-249 points: Interview with the Director and action plan.
- + 250 points: Interview with a confidential doctor in consultation with the Director and action plan.

Based on a 52-week period:

- 100-499 points: Interview with the Director
- 500-999 points: Interview with the Director and action plan.
- + 1000 points: Interview with a confidential doctor in consultation with the human resources manager and action plan.

The purpose of the interviews is first and foremost to create a formal forum to review the status of the employee's short-term absence and workplace conditions that may affect the absences. The interviews are always a confidential conversation between the staff and the Director / Confidential Physician, and the information presented in the conversation should not be passed on to others unless both parties agree to it. Absence data on absences should always be at hand in the conversation. When an employee is called for an interview, he / she should be informed of the topic and invited to bring a shop steward.

## Fylgirit 2. Vinnustund viðverukerfi

VinnuStund er kerfi sem heldur utan um tíma- og fjarvistaskráningar starfsmanna ásamt því að vera tæki til að skipuleggja vinnutíma. VinnuStund er sérhannað af Advania og hentar það íslenskum aðstæðum einkar vel. Við hönnun kerfisins hefur verið kappkostað að taka mið af íslenskri vinnulöggjöf án þess að það bitni á nauðsynlegum sveigjanleika við skipulagningu vakta.

Kerfið er tvískipt:

- Stund (viðveruhluti) á vef, aðgengilegt öllum með skilgreindan aðgang í kerfinu og vefrápara (tímaskráningarhluti og sjálfsþjónusta).
- Vinna (vaktahluti) sem er þunnur Windows biðlari sem hefur samband við miðlara hjá rekstraraðila.

Í vinnustund er m.a. haldið utan um:

- Viðveru starfsmanna á vinnustað
- Fjarvista og aukatímaskráningar
- Leyfisrétt (orlof, vetrarfrí o.fl.) inneign og ávinnslu skv. kjarasamningum
- Veikindarétt, réttindi og töku skv. kjarasamningum
- Reiknar forsendur launa út frá vaktáætlunum, stimplunum og gildandi kjarasamningum
- Eftirlit með tímaskráningu starfsmanna
- Eftirlit með brotum á hvíldartíma (út frá stimplunum)
- Samþykkttaferli vegna tímaskráninga og beiðna um leyfi
- Yfirvinnusamninga starfsmanna
- Sendir forsendur launa til launakerfis

Kerfið gerir ráð fyrir dagvinnumönnum með sveigjanlegan vinnutíma, dagvinnumönnum með fastan vinnutíma, dagvinnumönnum með vinnuskyldu utan dagvinnumarkna, vaktavinnu- og tímavinnumönnum.

Í sjálfsafgreiðslu starfsmanna má finna:

- Upplýsingar um starfsmann
- Tímauppgjör starfsmanns
- Vaktaáætlun
- Vaktaóskir og frióskir
- Beiðnir um leyfi
- Fjarvistayfirlit

Tengja má stimpilklukkur og símkerfi á einfaldan hátt við VinnuStund en einnig er hægt að nýta innbyggða stimpilklukku, efklukku og vefaðgang.

VinnuStund les skráningar frá starfsmannakerfi. Forsendur launa (tímar og launategundir) eru sendar vélrænt yfir í launakerfi.

NOTE. it is possible to access the self-service anywhere in the world where there is an internet connection. Here are instructions about it which are on the FJS website <https://www.fjs.is/fraedsla-og-verklagsreglur/kennsluefni-og-handbaekur/orri-mannaudskerfi/>

Through self-service access to Orri, go to VinnuStund, note, I would like to point out Smástund which is a Vinnustund version for mobile phones, The login page is [www.smastund.orri.is](http://www.smastund.orri.is)

Instructions on how to set it up <https://www.fjs.is/media/vinnustund/Smastund-Innskraning-002-.pdf>

**In Self-service you can do more e.g.**

- Change bank account information,
- Register education,
- Register various personal information such as e.g. home phones, close relatives, etc.
- Career history, where you can view all jobs that have been paid through the state wage system to you since 1981.
- Through self-service in Working Hours, you can see the combined seniority for sick leave.
- Your workplace sees the same thing in Vinnustund and it can see totals and everything about you at its institution in Starfssaga.

The pay period is worked one month back in time due to correction and review from the 16th - 15th of each month. Employees are notified by the director of the deadline for correcting time entries and / or submitting payroll-related tunnels (e.g. for daily allowances, medical certificates and other)